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WDVA Director's Office Prepares for Transition

As you know, last February Governor Gregoire re-appointed John King to lead WDVA until his retirement in November of 2005. In order for a smooth transition in the Director's Office, we will be moving in stages that will allow our agency to continue doing the good work for veterans and their families.

As of September 1, 2005, John Lee has assumed all formal authority of the position of agency director.

Alfie Alvarado-Ramos has assumed the authority of agency deputy director.

John King is focusing on providing direction for Homeless Transition services to veterans in Washington State and concentrating on his duties as President of the National Association of State Directors of Veterans Affairs. The month of November will also allow him to conclude strategic planning with the National Association of State Directors of Veterans Affairs Executive Board and continue his duties as an Executive Board Member of the National Coalition of Homeless Veterans.

On November 1, 2005, Governor Gregoire will officially appoint John Lee as Director and Alfie Alvarado-Ramos as Deputy Director of WDVA.

SVH Hosts Kitchen/Dining Open House

By Kathy Magonigle

The Spokane Veterans Home celebrated its new kitchen with an Open House on September 6th. Approximately 150 veterans and local community representatives attended the event.

John Lee and Kathy Magonigle, Administrator presided over the event. John Custer, Past State Commander of the VFW along

with members of the VFW, Post 51, opened the ceremony with the presentation of colors, dedicating a 50 star flag to replace the home flag which only had 48 stars. Recognition was given to Bob Brisbane, our Plant Manager, for managing the construction process. Bob did an excellent job in representing the home and assuring that the construction team was

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ARNP Hutchason Honored by UW

The Washington Veterans Home was recently rated "Most Valued Rotation Site" by Advanced Registered Nurse Practitioner (ARNP) students participating in the UW Adult/Older Adult Nurse Practitioner Masters Program.

David Hutchason, Veterans Home ARNP, received a certificate of appreciation for his participation as a preceptor for the University of Washington School of Nursing.

As a preceptor and experienced clinician, Hutchason helps students learn to manage a wide variety of chronic and acute conditions. He also teaches students to do a complete history and physical exam. Many people are not aware that Nurse Practitioner's are licensed to do just about anything the physician would do (surgery the exception) and are not required to have physician supervision unlike a Physician

Assistant.

In 1997, David earned his Masters through the UW Adult/Older Adult Nurse Practitioner

Program and felt it would be an honor to be a part of such a program because he wanted to give something back to help support the program, and always enjoyed teaching.

The UW program offers several specialties for ARNP students to choose from; such as Family Nurse Practitioner, Midwife Nurse Practitioner, and Psychiatric Nurse Practitioner. Following the completion of their classroom work, students must complete a rotation for the academic quarter, the number of hours is variable depending on student needs and



Continued on page 3 ARNP Hutchason

Retsil Hosts Tour for NASDVA/NASVH joint Conference Participants

As part of the National Association of State Director's of Veterans Affairs (NASDVA) and the National Association of State Veterans Homes (NASVH) joint summer conference held in Seattle, participants took a ferry ride to Port Orchard and buses up to Retsil for a tour of the entire home.

When they arrived, several home staffers handed out information and divided them into groups. With the large crowd separated, each group was led to a

different area of the campus to hear presentations by the design and construction teams and tour the entire facility.

The visitors were extremely impressed with the new facility, as well as the way they were treated by staff members.

Many of the directors and administrators gathered ideas to take back to their own veterans homes throughout the country.

The NASVH was established because of a mutual need of State

Veterans Homes to promote legislation at the national level and share common problems and experiences. Alfie Alvarado-Ramos is the 2005 president of this organization.

The NASDVA strives to secure uniformity, equality, efficiency and effectiveness in providing services to veterans in all the states and territories; and maintain an interest in all veterans legislation. John King was elected president of NASDVA during this conference.



Upon arrival of the NASDVA/NASVH conference participants, home staffers handed out information and divided visitors into groups.



During the tour, participants were treated to refreshments by the Food Service Dept. and entertained by the bagpipers group.



ARNP Hutchason Continued

specialty requirements.

All students conducting their clinical rotation at the Veterans Home receive individualized help. Many students have said the Veterans Home staff have been the most helpful and understanding and rate Retsil the best, most valued rotation site.

"The emphasis on patient care first allows providers to really focus on the problems at hand and do a more thorough job than can be seen in the community. That is especially important as our residents come here with quite complex and difficult problems. One of our recent physicians said we (NPs) do a great job here and they had not worked this hard (referring to complexity) since being a resident in training," Hutchason said. "Providing an environment like this for the UW students is good for all involved, it keeps us providers up on the latest information and helps us think "outside the box", providing a fresh look at our veteran's problems and provides reassurance to clients and families that they and their loved ones are getting the best, most current care they could hope for."

Residents also enjoy the extra time a student has to focus on them as unique individuals. They applauded the Home's Administration for providing truly patient centered care, without a push to see 50 patients a day – as is often the case in the community.

By participating with the UW in their ARNP programs, the Veterans Home will ultimately benefit. Should Retsil need to recruit for nurse practitioners in the future, there will be a pool of nurse practitioners who know the benefits of being there, because they were there!

Orting Staff Enables Residents & Families to Reunite

The Soldiers Home held two Family Picnics this year, the Barracks Family Picnic was held on the 4th Sunday in August, and the Nursing Care unit held theirs the week before. Family guests were treated to a great meal provided by the food service dept. Entertainment included an antique car show from the Golden Aire Club, several professional clowns circling about spreading laughter and joy, western music all day and a civil war demonstration with combat scrimmages and cannons firing.

The food was great, families enjoyed all the entertainment and liked the smaller crowd of people. Special thanks to the dining room staff for providing food for both



these picnics. They always do a great job. Over 500 guests attended. Both weekends were beautiful and guests took advantage of it by just hanging around with their loved ones.

David DeVore, Superintendent attended both picnics and commented on how hard the Recreation and Food Service staff worked on making these picnics organized and fun for the residents and their families.

Greetings WDVA Marketing Ambassadors!

WELCOME ABOARD!

As your agency marketing team leader I am very excited to welcome you to the agency's marketing efforts and want to thank you, in advance, for volunteering to spread the word about the great care we provide in our Veterans Homes and other services provided throughout the agency.

After you receive your marketing kits, if you have any questions, please do not hesitate to call upon your local contact for guidance or assistance. These contacts will also have additional supplies to replenish your kits, when necessary.

Orting: Lynn Zemke

Retsil: Catherine Shaw

Spokane: Kaye Conrath

Olympia Service Center: Susie Houston

Central Office & Seattle Service Center: Heidi Audette



THE MORE THE MERRIER!

and

HAPPY MARKETING!

Robin Wittenberg,

Centralized Admissions & Marketing Coordinator

SVH Holds All Staff Recognition

The Spokane Veterans Home acknowledged and celebrated all of the staff during their employee recognition program on September 16, 2005. The event was titled **"Helping Heart and Hands."**

WDVA Director John Lee graciously thanked the staff for their efforts and the exceptional care that they provide to veterans in Eastern Washington. He presented the **Director's Award to Bob Brisbane, Plant Manager.** Bob was recognized for his integral role in the construction of our new kitchen. Bob was responsible for coordinating his normal daily activities with kitchen construction needs and for assuring that the safety needs for our residents were met during the process. In addition, Bob was responsible for the collegial relationship the home had with ALSC, the architects and Shawn Cole Construction.

Kathy Magonigle presented the Distinguished Service Awards to Dan DeBoise, DNS; Shannon Sullivan, Purchaser & House-keeping Supervisor; and Patty Wilson, NAC 1.

Dan DeBoise was recognized for his strong work ethic, servant leadership, good listening skills and his quiet caring spirit that make the home what it is.

Shannon Sullivan was recognized for being a positive role



Bob Brisbane, Director's Award recipient.



Dan DeBoise, Distinguished Service Award recipient.



Patty Wilson, Distinguished Service Award recipient.



Shannon Sullivan, Distinguished Service Award recipient.

model, for her flexibility to take on any job or task, her participation in the kitchen project and for providing housekeeping services that assure residents can reside in the home with dignity and respect.

Patty Wilson was recognized for her kind, caring spirit, and excellent resident care. Families and residents always recognize Patty's care during care conferences and in conversations with the Social Service Staff, DNS, and Home Administrator.

In addition the following staff were recognized:

- Innovation and Efficiency Award – Laurie Kaario, NAC 2
- Safety Award – Ronica Nelson, NAC 1
- Public Relations Award - Kaye Conrath, RN 3
- Staffing Creative Award - Gena Smathers, Office Assistant Senior
- Most Shining Star Nominations Award – Shara Laird, NAC 2

The Dietary Department was specifically recognized for offering

quality dining services to our residents. All members of the team have contributed to making our new dining experience a positive one. Members of the team include: Tonie Crosby, Norma Richards, Karin Gilchrist, Shawn Wright, Wendy Anderson, Renee Gomez, Allison Elmer, Jessica Verburg, Jeff Mitchell, Chuck McGee, Luan Chappell, Annie Miller, Paul Kofmehl, Liz Miller, Amy Hoffman, Carla Arnold, and Monica White.

The staff enjoyed barbecued hamburgers and hotdogs in addition to facility prepared and cooked baked beans, salads and deserts.

16 individuals received prizes from the drawing that was held. Prizes included a free pizza from Rocky Rococo; a \$25 gift certificate from the Onion; Dinner for Two at Azteca; \$25 from the Spokane Uniform House; \$30 from Fery's Catering; a Clock Radio; \$20 Gonzaga Discount Cards; and four \$5 gift certificates from Starbuck's.

Kitchen Open House Continued

cohesive. Additional recognition was given to Tonie Crosby, the home's new Food Service Manager and to Karin Gilchrist, the prior Food Service Manager for helping to facilitate the project. The new kitchen staff were also complimented on their delicious food, table service, and teamwork. The project was well coordinated and the construction team did everything possible to assure that our veterans lives were not disrupted during the construction process.

Clarence Alex, Resident Council President and Bill Fanning, 2nd floor Resident Council Representative cut the yellow ribbon to officially open and dedicate the kitchen to our current and future veterans.

A delicious buffet followed the dedication ceremony. Many of those who attended were not surprised as to why the resident's average weight gain has been 5-7 pounds since the kitchen opened July 1, 2005. That in itself speaks well to the quality of the cooking at the home.

The dining experience continues to expand at the Spokane Veterans Home, with the goal to provide more restaurant style cooking for our residents. In addition, we welcome family recipes from our residents and families so that we can make it even more like HOME!

What's New in the Veterans Services Division?



Mark Fischer recently contracted with WDVA as the program coordinator of the new Veterans Conservation Corps, created by Senate Bill 5539 passed during the 2005 legislative session. The primary mission of the Veterans Conservation Corps is to assist veterans by providing volunteer opportunities on projects that help protect and restore Washington's rivers, streams, lakes, marine waters and open lands.

Veterans coping with Post Traumatic Stress Disorder or other effects from their war-time experiences are eligible to participate. Several veterans are currently placed with projects and are working in five geographical areas around the state. Mark is also looking for funding sources to eventually help employ some veterans in the restoration field. There are several habitat projects right now that could be run by a group of veterans, so if anyone knows of any interested groups, please let him know.

Mark has a Bachelors Degree in Biology and Chemistry, and a Masters in counseling. He worked for about 15 years under a contract with WDVA providing counseling to PTSD veterans. For the past three years he's worked as project manager for a community shellfish farm on Henderson Inlet for the Puget Sound Restoration Fund.



Don Gillespie, a native of Spokane, has joined the WDVA team.

Don spent the last 10 years as a member of Congressman Nethercutt's Spokane District Staff. He worked closely with the veterans of the 5th district on a wide range of issues, including the Spokane Veterans Home project.

Don will be working on the Veterans Cemetery project in Eastern Washington, the Eastern Washington marketing of the Armed Forces License Plate Program, and be WDVA's man on the ground in the Spokane area.

Don has been busy since he started with WDVA in July working with the Seattle Seahawks in filming a public service announcement by Bryce Fisher of the SeaHawks, who is also a member of the Air Force Reserve. The PSA is to promote sales of the Armed Forces License Plates. He's also been working an awareness campaign through the Washington Auto Dealers Association, the Spokane Chiefs Hockey Club, and local credit unions. Don is also involved in other on-going efforts with community stakeholders, as well as working with veteran groups concerning the state cemetery project.

Federal Grants for WDVA Homeless Programs

The US Department of Labor recently awarded \$450,000 for two projects coordinated by the Veteran Services office in Olympia. Both grants target services for homeless veterans in the Puget Sound area, who have served on active duty in the military.

One of the programs specifically targets Homeless Women Veterans who are employable (either actively looking for work, or are already employed) and need assistance with anything related to employment. This grant

will be used to offer assistance with:

- Training programs (CNA courses, Hazardous Materials Training, medical records, office assistant training, welding certification, fork lift operator, etc.);
- Assistance in obtaining certifications, licenses, clothing, and work-related equipment needed for employment;
- Assistance with housing, child care, job readiness services, food, transportation, and claims preparation for VA benefits; and
- Referrals for substance abuse

treatment programs and Post Traumatic Stress Disorder (PTSD) programs.

If you have any questions or would like further information, please contact:

- Homeless Women Veterans Reintegration Program - Barbara Logan, 360-586-1079
- Homeless Male Veterans Reintegration Program - Joel Berlien, 360-586-1095 or 1-800-562-2308.

HR Webpage...Informative and Helpful

Have you checked out the new Human Resources webpage on the V-NET?

You will find information and links to the **Labor Relations Office** where you will find the Collective Bargaining Agreements for the Washington Federation of State Employees and the Coalition. Because of the limited amount of contracts that were printed, this will be a helpful tool for reference.

You will also find a link to the **Department of Personnel** website where you can find information on:

- ♦ a link to the new Civil Service Rules (WAC Chapter 357) which replaces the old Merit System Rules (Chapter 356). Please remember that if your position is covered by one of the Collective Bargaining Agreements those Agreements take precedence over the Civil Service Rules;
- ♦ upcoming training on the Organizational and Employee and Development Services;
- ♦ how to apply for other state jobs; and
- ♦ Human Resource and Payroll Forms including:
 - The new Performance Development Plan;
 - Leave Request;
 - Training Request Form;
 - Overtime Request;
 - Tuition Reimbursement Request; and
 - A Calendar for tracking leave for employees on a 12 month basis. This is a helpful tool for

employees to track their own attendance and for supervisors to use as an overview of employee attendance patterns.

You can also link to the WDVA Human Resource Policies, many of which have been updated and some abolished. More changes will be forthcoming in the next couple of months as well.

Your Human Resource Office is open to suggestions of other items you would like to see included on the HR Webpage. They are ready to assist you in finding the information you need so don't hesitate to give them your feedback.

Employees who don't use a computer as part of their job duties, can access the V-NET at one of the PC Kiosks at the homes. Staff members must have a user account in order to utilize one of these computers. Fill out the Network Add/Change/Remove Request form for a user account of your own (see article below).

DON'T LOSE YOUR PERSONAL HOLIDAY!
If you haven't used your personal holiday yet,
please submit your request ASAP. The end of
the year is fast approaching and available
dates are limited.

If you have previously requested a day that was denied you need to request another day. Personal Holidays don't carry over.

Are You Notifying IS About Staff Changes?

A new policy was recently released regarding notifying Information Services about staffing changes. The purpose of this policy is to provide guidance for DVA Management to inform the Information Services staff of any employee status changes. It also identifies what agency assets must be returned once an employee is terminated or separates from DVA. This policy mainly applies to DVA Department Program Managers (i.e.: HR, Food Service, Information Services, VEMP, Veterans Services Program Manager).

Changes that need to be reported include the following:

- ◆ New employee hires
- ◆ Employee on extended leave (longer than 30 days)
- ◆ Employees sent on temporary assignment
- ◆ Employees whose employment has been terminated
- ◆ Employees who have separated from the DVA network for any reason

Department Managers must also ensure that all DVA owned equipment is returned (i.e. Keys, Scan Cards, Electronic Access Control Cards, Voyager Cards, Cell Phones, Pagers and other state owned assets).

To notify the Information Services, an email must be sent to isw@dva.wa.gov and the DVA Network ADD-Change-Remove form (available on the V-NET forms or policy page) must be filled out and mailed to the Information Services Manager in Olympia.

DVA Network Add/Change/Remove Request Form

What Capital Projects are Scheduled?

By Randy Graham, Capital Projects

With the completion of the Skilled Nursing Facility at Retsil, WDVA's latest construction period has ended very successfully. While there are a few small details still to be completed, such as reseeding some of the lawn and decorating the high retaining wall supporting the east slope, this new building is one we can all be proud of.



Resident council representatives help Kathy Magonigle cut the ribbon at the Kitchen Open House.

For 2005-2007, our total capital budget is \$675,000; however, \$175K is actual working capital and \$500K is in emergency reserves. In the coming year there are several projects being worked:

- Paving Retsil Drive between the sewer plant and the upper parking lot.
- Completing several code issues in the newly opened Spokane Kitchen and Dining facility.
- Repairing the sewer system at Orting. (The

2001 Nisqually earthquake caused breaches in a number of manholes and ground water infiltration has been driving up our sewer costs there.)

WDVA will hold a Capital Forum meeting on October 26th to discuss additional projects and prioritize them for future budget submission.



2005 CFD Campaign is now underway!

The Combined Fund Drive provides state employees an opportunity to make a difference in things they care the most about in health services, environment, and education. It's an easy, convenient, and effective way for you to give to your community. Payroll deduction allows your pledge to be taken from your paycheck directly. You can also give a one-time donation. Ninety-five cents of every dollar you give goes directly to the charity of your choice.



Did you know WDVA is a qualified Combined Fund Drive Charity?

This year, state employees can designate Combined Fund Drive donations to help Washington State's Veterans through the Veterans Home Benefits Funds, and the newly created Veterans Stewardship Account. To donate choose the WDVA code - 456860.

The Benefits Funds provide residents at the three Homes with special items such as outdoor furniture or

radios and special programs such as a 4th of July picnic or Holiday parties. The resident council and superintendent / administrator of each home determine how the funds are spent.

The Veterans Stewardship Account will be used statewide for activities that benefit veterans, such as providing programs and services for homeless veterans; establishing memorials honoring veterans; and maintaining a future state veterans' cemetery.

To sign up for CFD or to learn more about the program, go to <http://www.cfd.wa.gov/>.

Check out the Charity Guide on the left, click on human services at the top, and scroll to "456860" Washington State Department of Veterans Affairs!

If you have any questions please contact your local Campaign Volunteer,

- Orting, Eric Magbaleta.
- Retsil, Debby Griswold.
- Spokane, Sandie Wollan.
- Central Office & Service Centers, Chris La Vack.

New ICSEW Rep Selected



Tracie Hagy has been selected and confirmed to serve on the Governor's interagency committee of state employed women (ICSEW). Tracie will represent Retsil and WDVA.

The ICSEW meets bimonthly and is governed by an executive board. Monthly meetings focus on state management of policies, procedures, regulations, and legislation requisite to improving employment conditions and career opportunities for women, especially in the areas of education, training, and career development.

Calling All Hawks Fans!!

SEAHAWKS vs. GIANTS

November 27, 2005

1:00 PM

Washington State
employees
purchase your
discounted tickets
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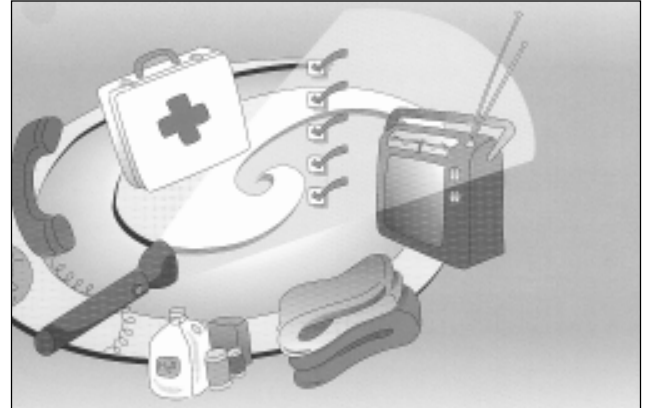
Ryan Barefoot RyanB@Seahawks.com
(206) 381-7887

or

Casey Shaw CaseyS@Seahawks.com
(206) 381-7914

Washington State Employees Day is an extended part of Public Service Recognition Week, administered by the Washington State Productivity Board.

Participate in National Preparedness Month



National Preparedness Month is a nationwide effort held each September to encourage Americans to take simple steps to prepare for emergencies in their homes, businesses and schools. The recent disaster in the southern states has given us all a wake-up call about being more prepared. We all know Washington is prone to earthquakes, so there should be no reason to wait any longer...It could happen here.

During September, the U.S. Department of Homeland Security, the American Red Cross and the National Preparedness Month Coalition are urging all Americans to take some simple steps to become better prepared for emergencies including:

- **Getting a Kit** - Get a kit of emergency supplies that will allow you and your family to survive for at least three days in the event an emergency happens. The kit should include basic items like water, food, battery powered radio, flash light and a first aid kit.
- **Making a Plan** - Plan in advance what you and your family will do in an emergency. Your plan should include a communications plan and address sheltering-in-place and evacuation.
- **Being Informed** - Learn more about different threats that could affect your community and appropriate responses to them.
- **Getting Involved** - After preparing yourself and your family for possible emergencies, take the next step: get training in first aid and emergency response and get involved in preparing your community. Citizen Corps provides residents with opportunities to prepare, train and support local emergency responders. Or volunteer through your local American Red Cross chapter.

Go to www.ready.gov and www.redcross.org/preparedness for more information about Kits, Plans and Getting Involved.